

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE Executive Assistant	OFFICE/BRANCH/SECTION District 6/Administration/Executive Office	
WORKING TITLE Executive Assistant	POSITION NUMBER 906-001-1728-XXX	EFFECTIVE DATE

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

In District 6, Executive Office, under the direction of the District Director, the incumbent provides administrative assistance and secretarial support to the District Director and Deputy District Director of Administration performing difficult and highly responsible work with substantial latitude for independent action.

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
40% E	Work on special projects involving the Department's operations and policies. Gather and analyze detailed information from various sources on projects as assigned by the District Director and Deputy District Director of Administration. Independently prepare written responses or reports and recommendations. Act as liaison to the District's managerial staff at the Deputy District Director level, and as directed provide authoritative information regarding the Department's program activities, policies and procedures to other District staff. Maintain a familiarity with all the District's activities and projects in progress; handle communications and complaints regarding the Departmental operations and personnel; contact District staff to investigate complaints and relay information to the District Director and Deputy District Director of Administration. Analyze situations and take action independently to achieve results in coordinating the multiple activities of high priority requests and sensitive issues to ensure there is follow through and deadlines are met. Act as liaison with other departments, officials from other government entities and local agencies; elected officials; the business community, etc.
35% E	Independently review, analyze, and prioritize all incoming correspondence to determine whether the materials should be referred to the District Director or to an appropriate staff member. This includes reading completed work from the Divisions and incoming materials that require an in-depth knowledge of the Department's goals and objectives with an understanding of external influences. Provide appropriate background information when necessary and ensure that the staff responsible for taking the required action follow through. Respond to the less technical requests for information on own initiative. Review all outgoing matters brought to the District Director/ Deputy District Director of Administration, for signature, checking for consistency with administrative policy as well as style format, grammatical construction and clarity. Maintain the District Director's confidential files along with the suspense file on correspondence and reports that are assigned to the staff and follow up to assure that deadlines are met. Monitor various referral assignments from HQ such as Governor's, Director's, Legislative, or Issue Memorandums and incoming correspondences, directing them to the proper source for reply within the specific time limit, and track the preparation of responses.
15% E	Screen a variety of visitors and telephone calls from California State Transportation Agency (CalSTA) staff; the Director; officials from other government entities and local agencies, elected officials; the business community; labor; and members of the general public. Personally provide the information when appropriate and refer some issues to the appropriate staff members to handle. Serve as the communication link for the District Director during the executive's absence. Determine which calls must be personally responded to and which calls the District Director's staff can handle prior to the executives return to the office.

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5%	E	Act as the lead and resource for all District clerical staff for the Department's correspondence guidelines. Provide functional direction to the secretarial employees on formatting, organization, procedures, packaging of correspondence and other written communications. Develop and revise the District's procedural circulars concerning written materials. Design, implement, and initiate procedures and forms to improve the efficiency and effectiveness of work flow. Develop and compose correspondence; update and distribute large quantities district information, lists and materials.
5%	E	Arrange and coordinate meetings and conferences; gather and furnish all the necessary materials. Assist in determining what staff should be included based on knowledge of meeting content and attendance of elected officials, other local agencies, citizen's groups, etc. May be required to research; provide background and non-technical information in preparation for meetings. Develop status reports, graphs and charts. Attend meetings to take notes and summarize into minutes, check on status of pending materials and gather information for future meetings. Make all travel arrangements, which includes hotel reservations, transportation, and travel itineraries. Prepare travel expense claims.

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

No supervision. Is the lead over Executive Secretary.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The incumbent must be familiar with office methods, supplies and equipment, business English and correspondence.

Have knowledge of departmental activities, goals, objectives, policies and procedures.

Be able to read and write English at a level required for successful job performance; type at 40 words per minute; perform difficult clerical work; keep difficult records; communicate effectively, orally and in writing; meet and deal tactfully with people.

Have experience using Microsoft Outlook, Word, Excel, Access and Power Point.

Be able to multitask in busy office environment.

Demonstrate interest in assuming increasing responsibility; possess mature judgement, loyalty, poise, tact, and discretion.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent must be sensitive and exercise good judgement in dealing with the public, outside agencies and Caltrans' staff. Not providing adequate administrative support and maintenance of a high level of interpersonal communication skills could impact sensitive projects, affect critical deadlines, and reflect poorly on the integrity of the organization.

PUBLIC AND INTERNAL CONTACTS

The incumbent will have frequent contact with a wide variety of individuals, including those affiliated with the Governor's office; the Legislature, State and local governments; the U.S. Department of Transportation; other public and private organizations. Tact and sensitivity to requests must be exercised.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent will be required to sit for long periods of time using a telephone, keyboard, and video display monitor. Mental and emotional requirements are those associated with working in a high level, fast paced office and dealing with busy executives and their clients. Other requirements include the ability to develop and maintain cooperative working relationships; respond appropriately to difficult situations; recognize emotionally charged issues or problems and acknowledge the various responses.

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WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial light. Due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. May be required to travel locally and statewide.

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE